

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Fujitec of America, Inc.

Ohio Manufacturing Extension Partnership

Fujitec Of America Streamlines Front Office Processes To Improve Efficiency

Client Profile:

Fujitec of America, Inc. is a global leader in the development, engineering, manufacturing, installation, and service of elevators, escalators, and automated walkways. Fujitec, founded in Japan in 1948, has 10 manufacturing facilities and more than 50 sales offices throughout the world. Fujitec of America, headquartered in Lebanon, Ohio, was established in 1977, and its nearly 500 employees staff 15 sales and service offices throughout the United States and Canada.

Situation:

Fujitec was plagued by long lead times and high costs in the engineering department. The company contacted TechSolve, a NIST MEP network affiliate, for assistance.

Solution:

TechSolve discovered several issues within Fujitec's front-office processes as it mapped the company's current value stream. Customer drawings for each project were produced from scratch each time an order was generated. All documents for a project were stored in a hard copy binder, a practice that severely limited simultaneous work activities and lengthened project lead time since only one person could have access to the binder at one time. Some information on project estimates were not as detailed and accurate as needed because the estimates were generated at the corporate office instead of branch offices. Lack of an integrated software program did not allow for a seamless flow of information from the time the estimate was created to the time the shop drawings were produced.

TechSolve recommended that Fujitec standardize customer drawings, change its policies to permit simultaneous work activities, and generate estimates at branch offices. Additionally, TechSolve helped the company select and implement e-Logia software for seamless flow of information. Resolving these issues had a profound effect on Fujitec, changing company culture, reducing engineering and product costs, and increasing profitability.

Results:

Improved net profit by \$3.5 million.

Reduced product costs by 37 percent.

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Decreased engineering costs by 33 percent.
Strengthened position in the market place.

Testimonial:

"The recommendations that TechSolve presented allowed Fujitec to make some key improvements in our front office activities. By implementing some of the recommendations, we were able to reduce product and engineering costs and improve company profitability--making us more competitive in the marketplace."

Dennis DeVos, President